# Qwest

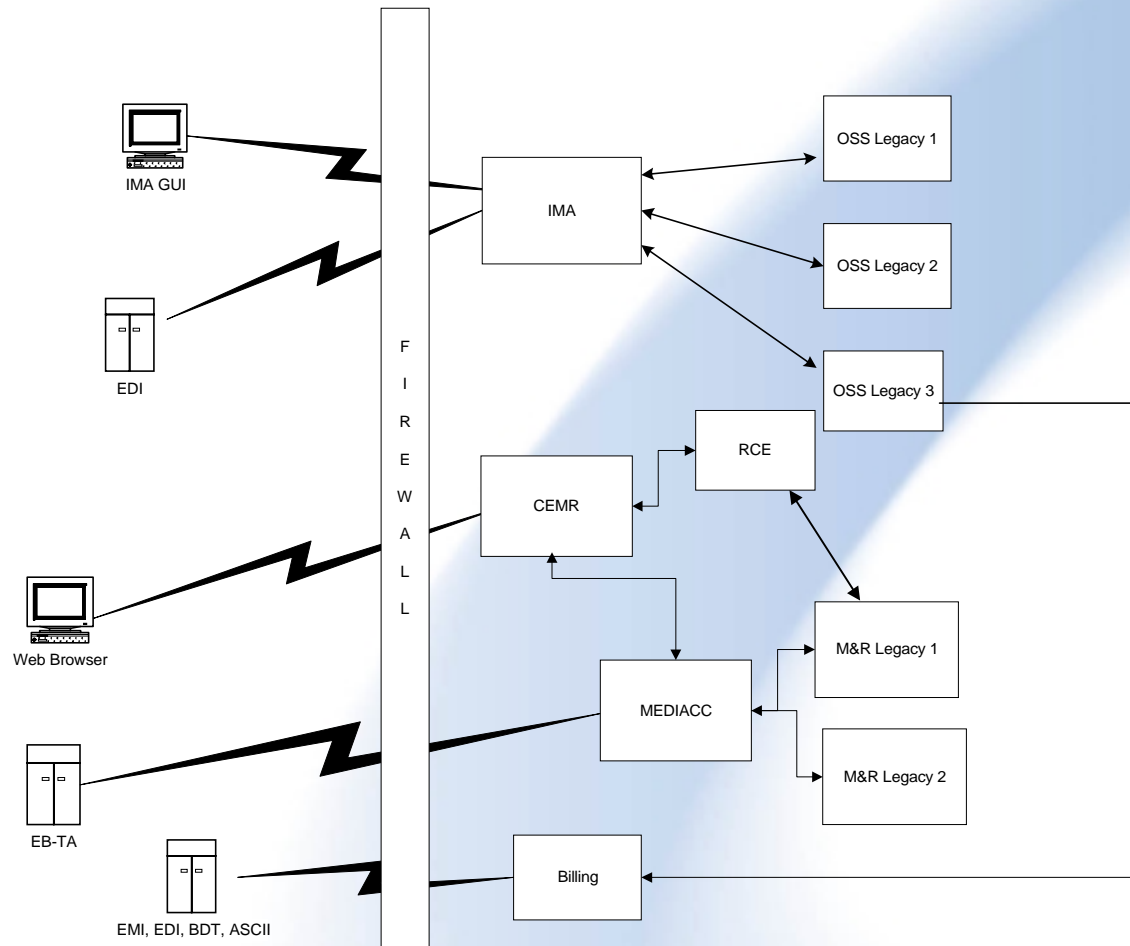## OSS Overview & Demonstration

**July 22, 2002**

# Agenda

❏ **Overview**

❏ **OSS Interfaces**

❏ **Fundamental Components of OSS**

  ⇨ **Pre-Ordering**

  ⇨ **Ordering**

  ⇨ **Provisioning**

  ⇨ **Maintenance and Repair**

  ⇨ **Billing**

  ⇨ **Technical Assistance**

❏ **OSS Demonstration**

**Qwest.**

# OSS Overview



IMA GUI

EDI

Web Browser

EB-TA

EMI, EDI, BDT, ASCII

F I R E W A L L

IMA

OSS Legacy 1

OSS Legacy 2

OSS Legacy 3

RCE

CEMR

MEDIACC

M&R Legacy 1

M&R Legacy 2

Billing

ghw, 09/28/01

Qwest

July 22, 2002

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# OSS Interfaces

| | | P-O | O/P | M&R |
|---|---|:---:|:---:|:---:|
| **IMA-EDI** | A computer-to-computer interface that enables CLECs to electronically connect their OSS to Qwest's OSS. | X | X | |
| **IMA-GUI** | A human-to-computer interface designed to access Qwest's OSS through a stand-alone computer and connectivity. | X | X | |
| **EXACT** | A computer-to-computer interface that enables CLECs to electronically order those products that require an ASR. | | X | |
| **TELIS** | A front-end [human-to-computer] application that provides CLECs with an electronic method to submit ASRs to Qwest. | | X | |
| **EB-TA** | A computer-to-computer interface through which CLECs can integrate their OSS with Qwest's OSS for M&R functions. | | | X |
| **CEMR/RCE** | A human-to-computer interface that allows CLECs to access Qwest's back office systems for M&R through the Internet. | | | X |

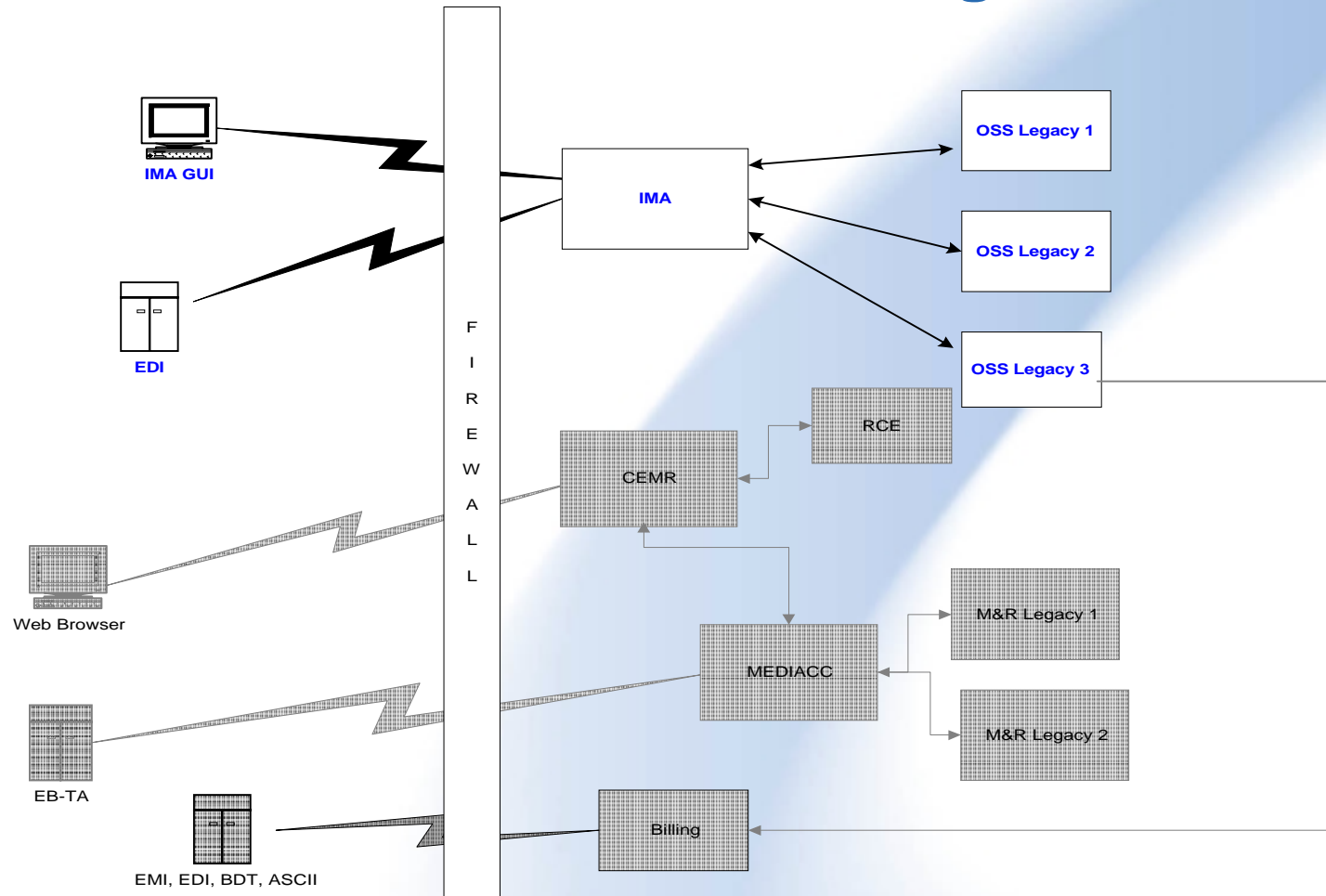| Manual Process | | | | |
|---|---|:---:|:---:|:---:|
| • Calls | Calling a Qwest Service Center | X | | X |
| • Fax | Sending a fax to a Qwest Service Center | X | X | |

*Qwest's OSS interfaces have been developed consistent with industry standards and guidelines.*

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# Fundamental OSS Components

❑ **Pre-Ordering**

❑ **Ordering**

❑ **Provisioning**

❑ **Maintenance and Repair**

❑ **Billing**

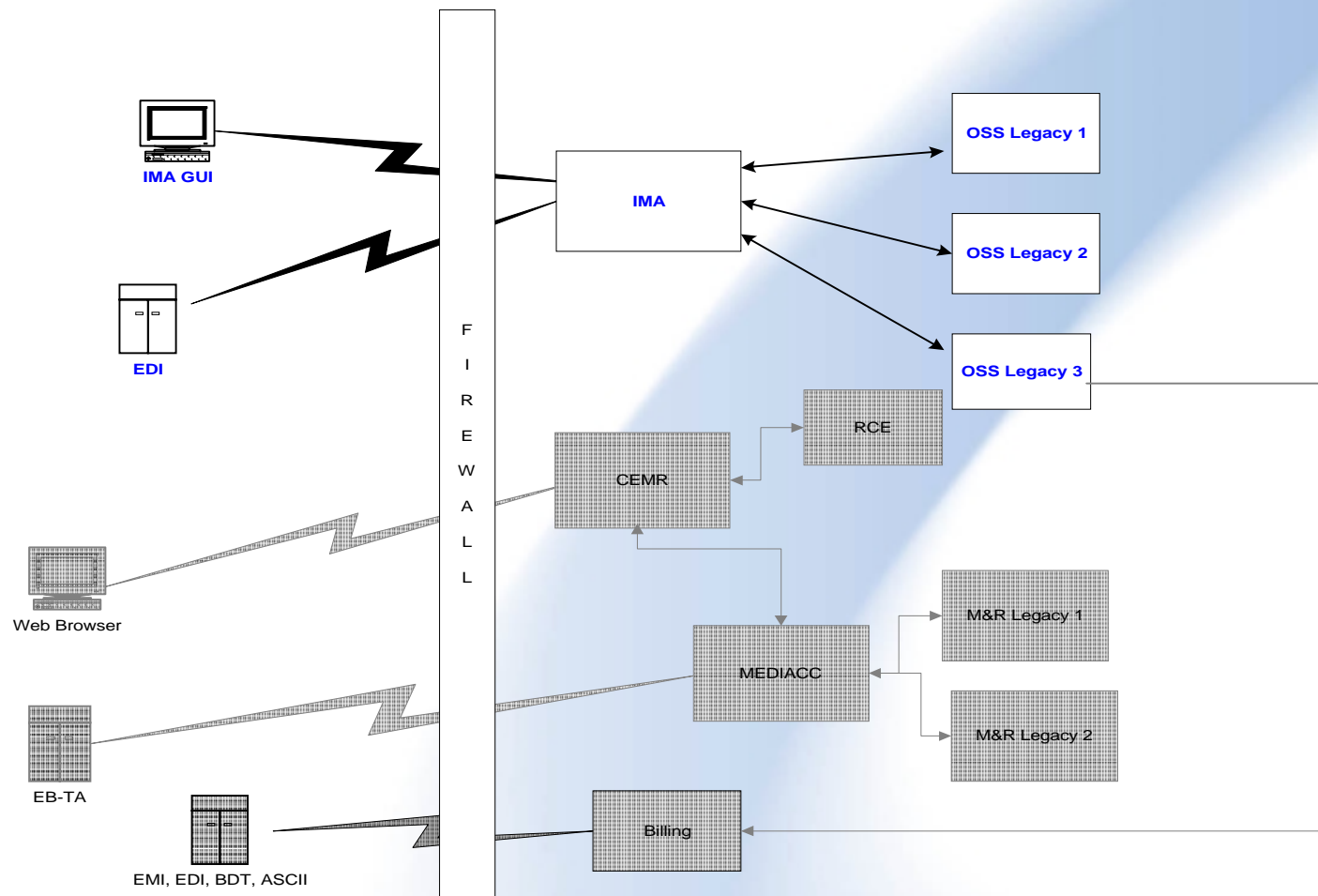❑ **Technical Assistance**

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# Pre-Ordering

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# Pre-Ordering (cont'd)

❑ **CLECs typically perform pre-ordering transactions to obtain the information necessary to submit a complete and accurate orders.**

❑ **CLECs can perform the following pre-ordering transactions using Qwest's OSS:**
   ⇨ **Street Address Validation**
   ⇨ **View Customer Service Records**
   ⇨ **Service Availability Query**
   ⇨ **Telephone Number Reservation**
   ⇨ **Facility Availability Query**
   ⇨ **Raw Loop Data Query/Qualify Loop/Line for DSL**
   ⇨ **Appointment Scheduling**
   ⇨ **Verify Connecting Facility Assignment (CFA)**
   ⇨ **Verify Meet Point Inquiry**
   ⇨ **Access to Directory Listings**

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# Ordering

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# Ordering (cont'd)

❑ **CLECs submit LSRs to Qwest for processing.**

❑ **Upon receipt of the LSR, Qwest converts the LSR into one or more internal Qwest service order(s).  Service orders initiate the provisioning process.**

❑ **CLECs can supplement LSRs in certain cases to change the requested due date or make other changes (e.g., product feature changes), as well as to cancel their requests.**

❑ **Section 271 applicant's ordering system evaluations have historically included:**
   ⇨ **Firm Order Confirmation Notices**
   ⇨ **Order Reject Notices**
   ⇨ **Flow-Through Rates**
   ⇨ **Order Completion Notices**
   ⇨ **Jeopardy Notices**

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# Ordering (cont'd)

## Flow-Through

❑ **The process of automatically converting a CLEC-submitted LSR into one or more service order(s) without manual intervention is known as "flow-through."**

### Recent Flow-Through Levels in CO and AZ

| PID | PRODUCT | BENCHMARK | | MAR. | | APR. | | MAY | |
|---|---|---|---|---|---|---|---|---|---|
| | | ROC | CO/AZ | CO | AZ | CO | AZ | CO | AZ |
| PO-2B-2 (EDI) | POTS Resale | 90% | 80% | 93.56% | 96.04% | 96.22% | 98.10% | 97.03% | 98.23% |
| | Unbundled Loops | 70% | 60% | 93.21% | 90.45% | 94.06% | 92.37% | 94.92% | 93.79% |
| | LNP | 90% | 80% | 97.31% | 58.33% | 98.49% | 86.36% | 98.57% | 91.30% |
| | UNE-P POTS | 75% | 60% | 89.84% | 85.07% | 90.77% | 83.21% | 81.64% | 85.19% |
| PO-2B-1 (GUI) | POTS Resale | 90% | 80% | 95.70% | 96.49% | 95.85% | 95.38% | 95.01% | 95.56% |
| | Unbundled Loops | 70% | 60% | 90.33% | 88.35% | 91.39% | 89.35% | 86.12% | 92.58% |
| | LNP | 90% | 80% | 93.75% | 96.29% | 86.00% | 95.71% | 88.15% | 97.35% |
| | UNE-P POTS | 75% | 60% | 88.71% | 88.17% | 88.81% | 84.98% | 91.20% | 84.40% |

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# Provisioning

❑ **The process for provisioning CLEC orders is virtually identical to the process for Qwest Retail orders.**

❑ **As orders are processed, CLECs have access to design detail, LSR/Service Order status and completion reports, including:**

  ➪ **View Design Layout Record: technical information about a circuit**

  ➪ **LSR Status Updates: automatic notification of the status of an LSR and its associated order(s)**

  ➪ **LSR Status Inquiries: CLEC-requested status of an LSR and its associated order(s)**

  ➪ **Completion and Loss Reports: reports when service orders are completed/cancelled and when services are lost due to disconnect, move, or conversion of service provider**
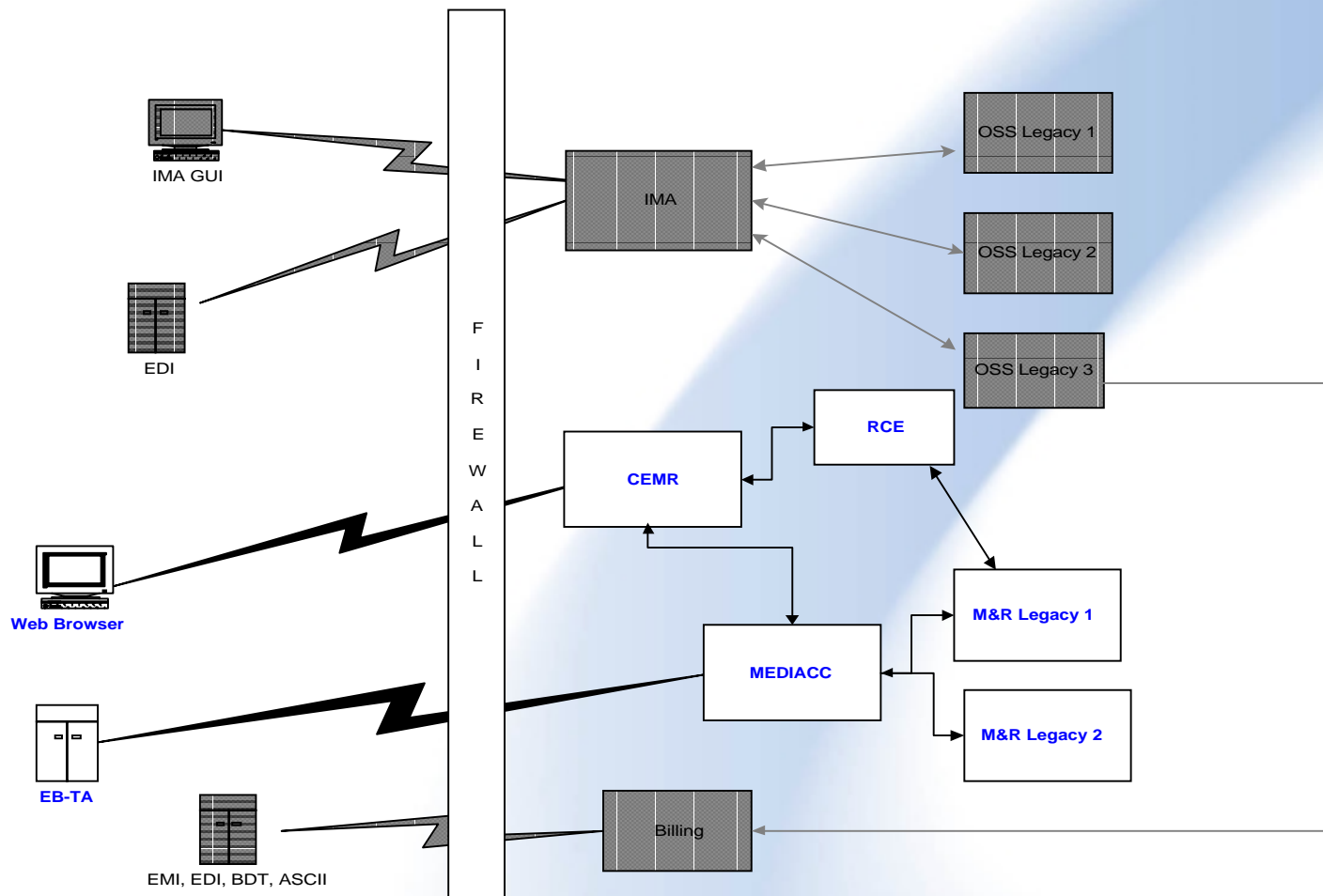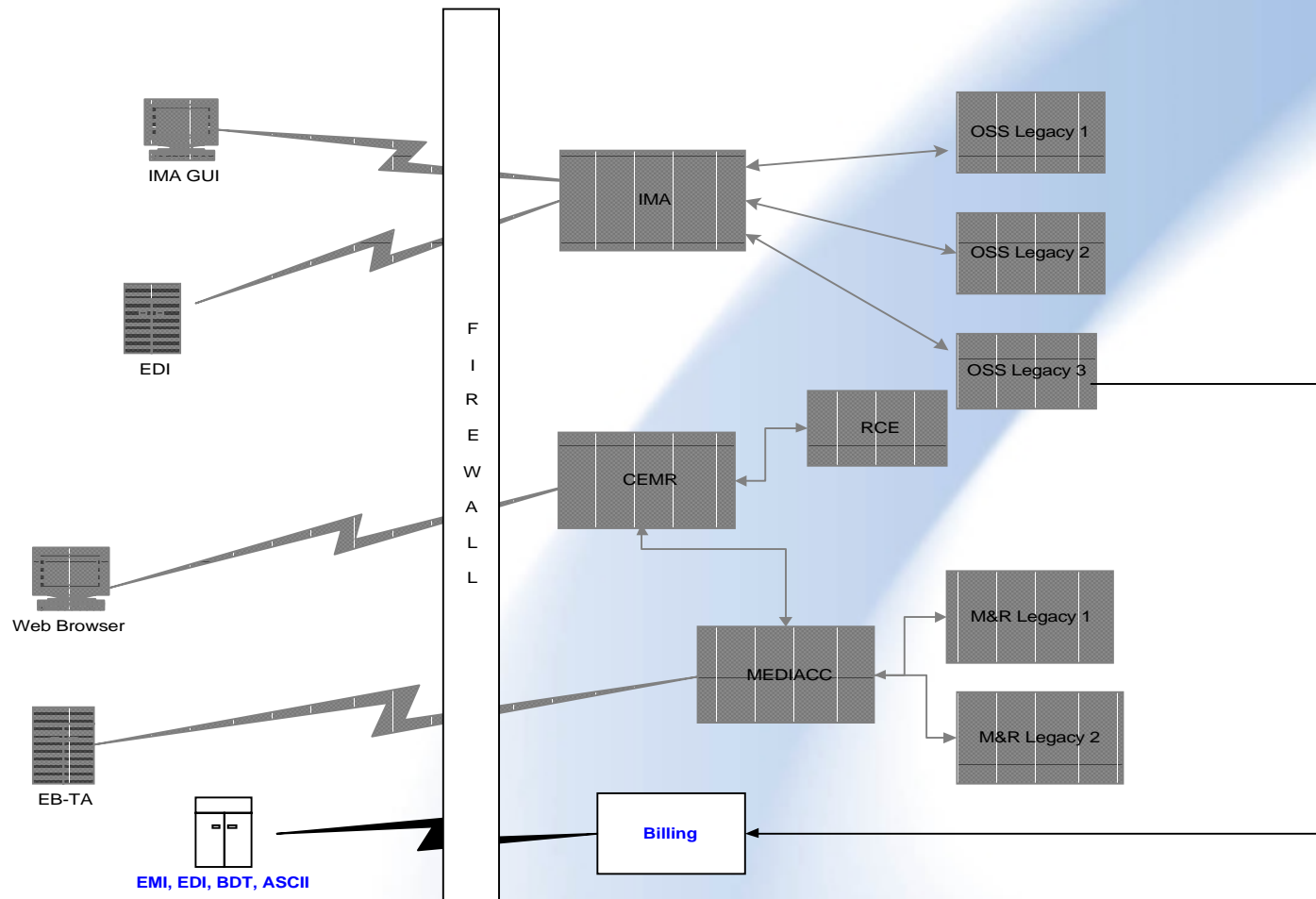
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# Maintenance and Repair

ghw, 09/28/01

# Maintenance and Repair (cont'd)

❑ **CLECs can use either CEMR/RCE or EB-TA to access M&R services (or call a Qwest Service Center).**

❑ **EB-TA and CEMR/RCE trouble tickets flow into Qwest's back office and enable CLECs to perform the same M&R functions in substantially the same time and manner as Qwest Retail.**

❑ **CLECs can access the following M&R functions:**
   ⇨ **Perform Pre-Validation Activities, including Mechanized Loop Test (MLT)**
   ⇨ **Create Trouble Reports**
   ⇨ **Trouble Report Status**
   ⇨ **Modify Trouble Information**
   ⇨ **Cancel Trouble Reports**
   ⇨ **Obtain Trouble History**

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# Billing



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M&R Legacy 2

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# Billing (cont'd)

❑ **Qwest issues bills to CLECs for resale and interconnection products and services using three distinct billing systems:**

➡ **Customer Records and Information System ("CRIS")**

　✴ **Majority of Resale and UNE products**

　✴ **CLECs receive Summary bills (CLEC financial management) and Sub Account bills (rates/charges for individual end users)**

　✴ **Media options available are EDI, CD-ROM, Diskette, and Paper**

　✴ **BOS formatting is available for UNE-P Summary bill**

➡ **Integrated Access Billing System ("IABS")**

　✴ **Collocation (recurring), Interconnection, UDIT, UDF, and Resale Frame Relay**

　✴ **Billing Output Specifications (BOS) guideline compliant**

　✴ **Media options available are NDM, Diskette, Magnetic Tape/Cartridge, and Paper**

➡ **Billing and Receivable Tracking ("BART")**

　✴ **Products and services not otherwise billed through CRIS/IABS**

　✴ **Typically non-recurring charges for collocation and special construction services**

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# Billing (cont'd)

❑ **Qwest also collects CLEC end user usage data and provides it to CLECs via the Daily Usage File ("DUF").**

⇨ **The DUF is the same process used to capture usage for calls placed by Qwest Retail end users.**

⇨ **Provides CLECs with both rated and unrated usage data in industry standard EMI message format.**

⇨ **The DUF can be received as frequently as daily (M-F, excluding holidays).**

⇨ **CLECs can receive the DUF via NDM, FTP and Web access.**

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# Technical Assistance

❑ **The major components of Technical Assistance / Relationship Management include:**

⇨ **Wholesale Web site (http://www.qwest.com/wholesale)**

⇨ **Account Establishment and Management Processes**

⇨ **Product Catalog (PCAT)**

⇨ **CLEC Training**

⇨ **Job Aides, User Guides and Other Documentation**

⇨ **Help Desk and Call Center Support**

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# OSS Demonstration

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